



**Responses to Inquiries
RFP 13-07
Process Management Consulting Services**

1. How many employees does INPRS have?

INPRS has 178 employees and 17 approved open positions as of 9/3/13. We also currently have around 75 third party contractors.

2. Will you provide an organizational chart?

Yes, please find the organizational chart as of 9/3/13 attached.

3. Should the fixed fee be inclusive or exclusive of travel?

Please include a line for travel expenditures within the fee proposal.

4. Does "client" refer to an individual agency, or will separate and distinct projects within different business areas of a single agency qualify as multiple clients?

We would prefer to see references from different agencies.

5. How many divisions/business areas are there within INPRS, and how are processes currently mapped?

Please see attached organizational chart for breakdown of cost centers.



We have high-level verbal descriptions for 90% or more of the major processes; however, most do not include a process map, and most do not show the desired level of detail.

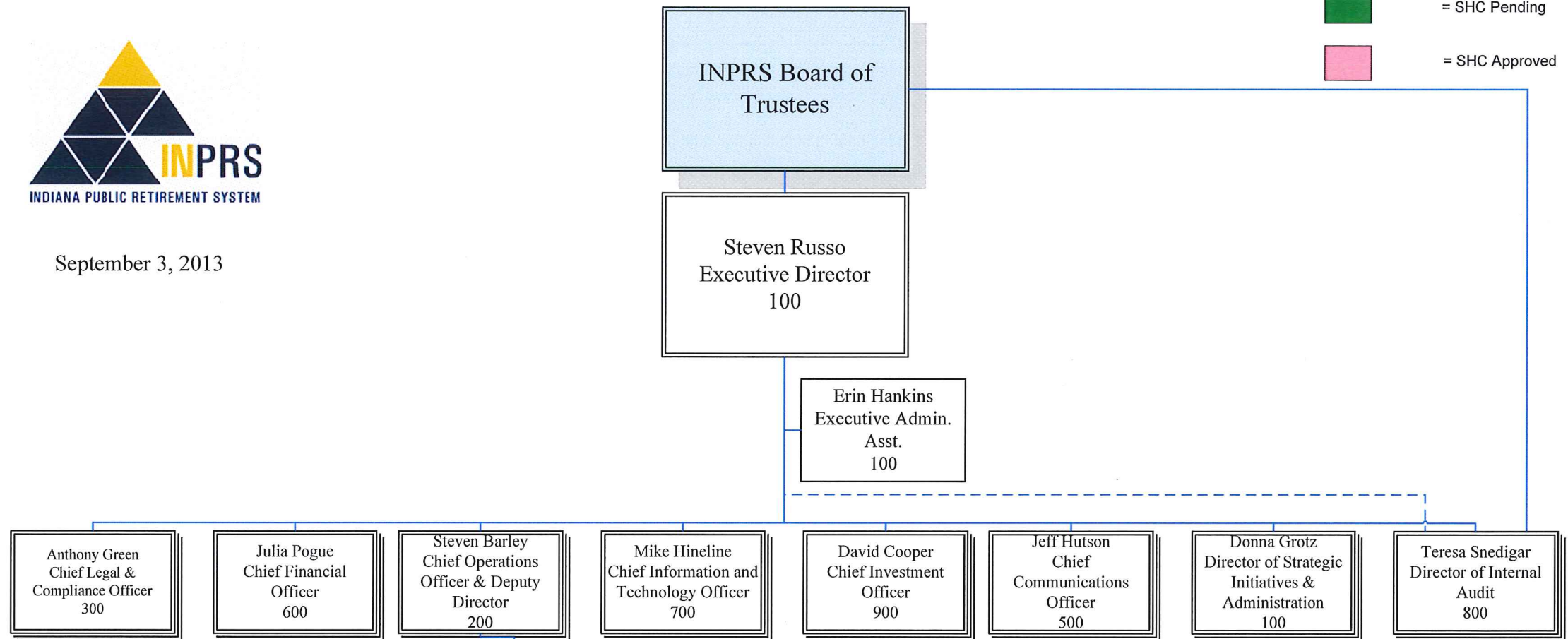
6. What project completion timeframe is INPRS hoping to achieve?

We estimate 12-15 months from contract execution.



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<u>CC</u>	<u>FTE</u>	<u>PT</u>	<u>Open</u>	<u>Total CC</u>
100	2			2

Each E-Staff Member will be counted in their respective departments.

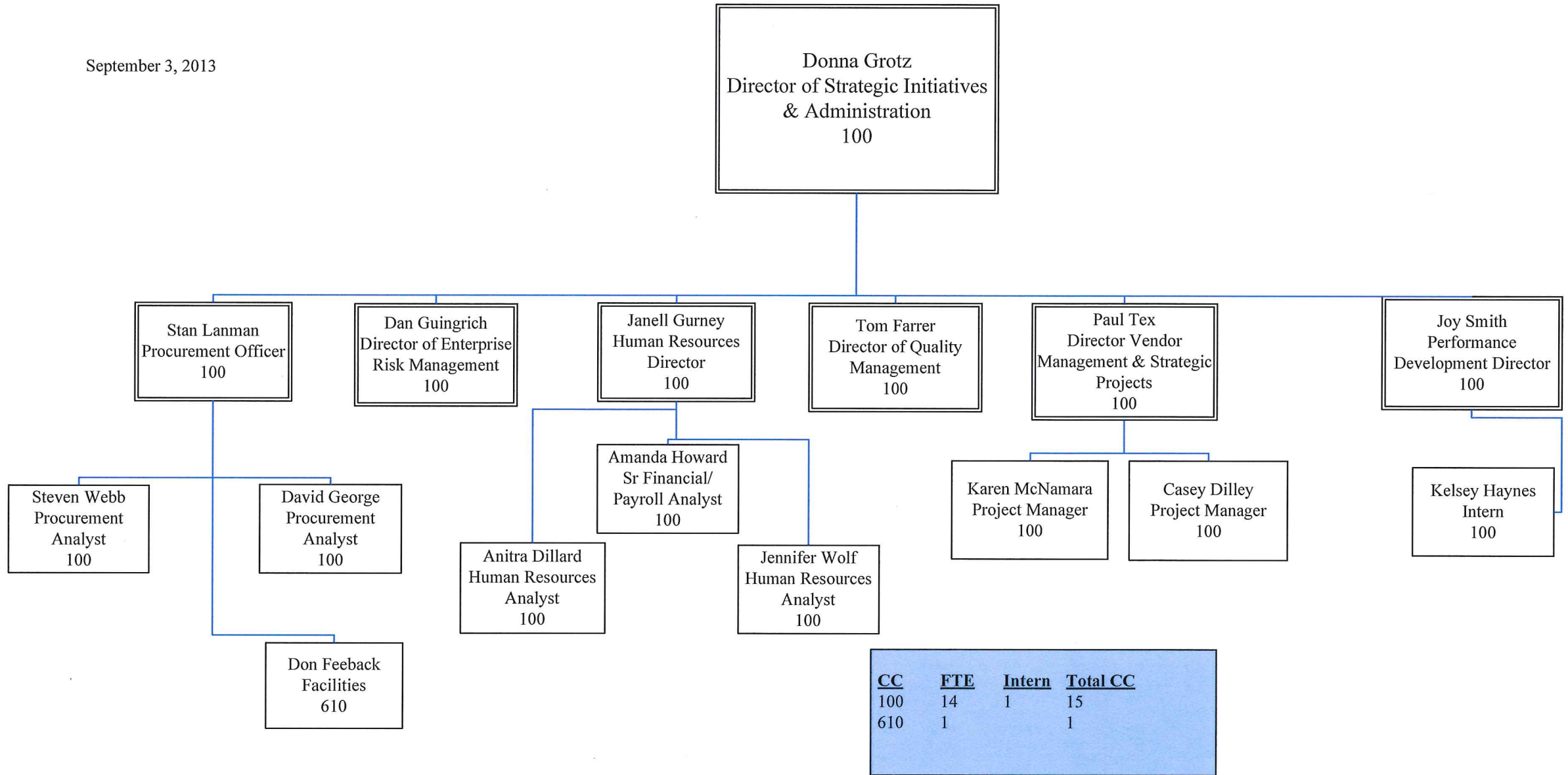


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Operations Management

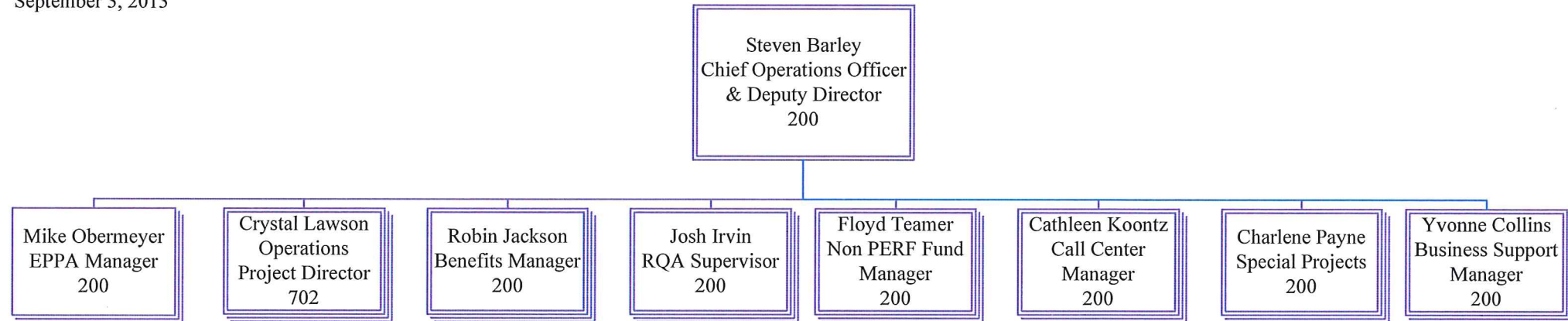


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<u>CC</u>	<u>FTE</u>	<u>Total CC</u>
200	2	2
701	1	1
<i>Steven Barley, Crystal Lawson and Charlene Payne only – all others counted in their departments.</i>		

Total Operations Staff:

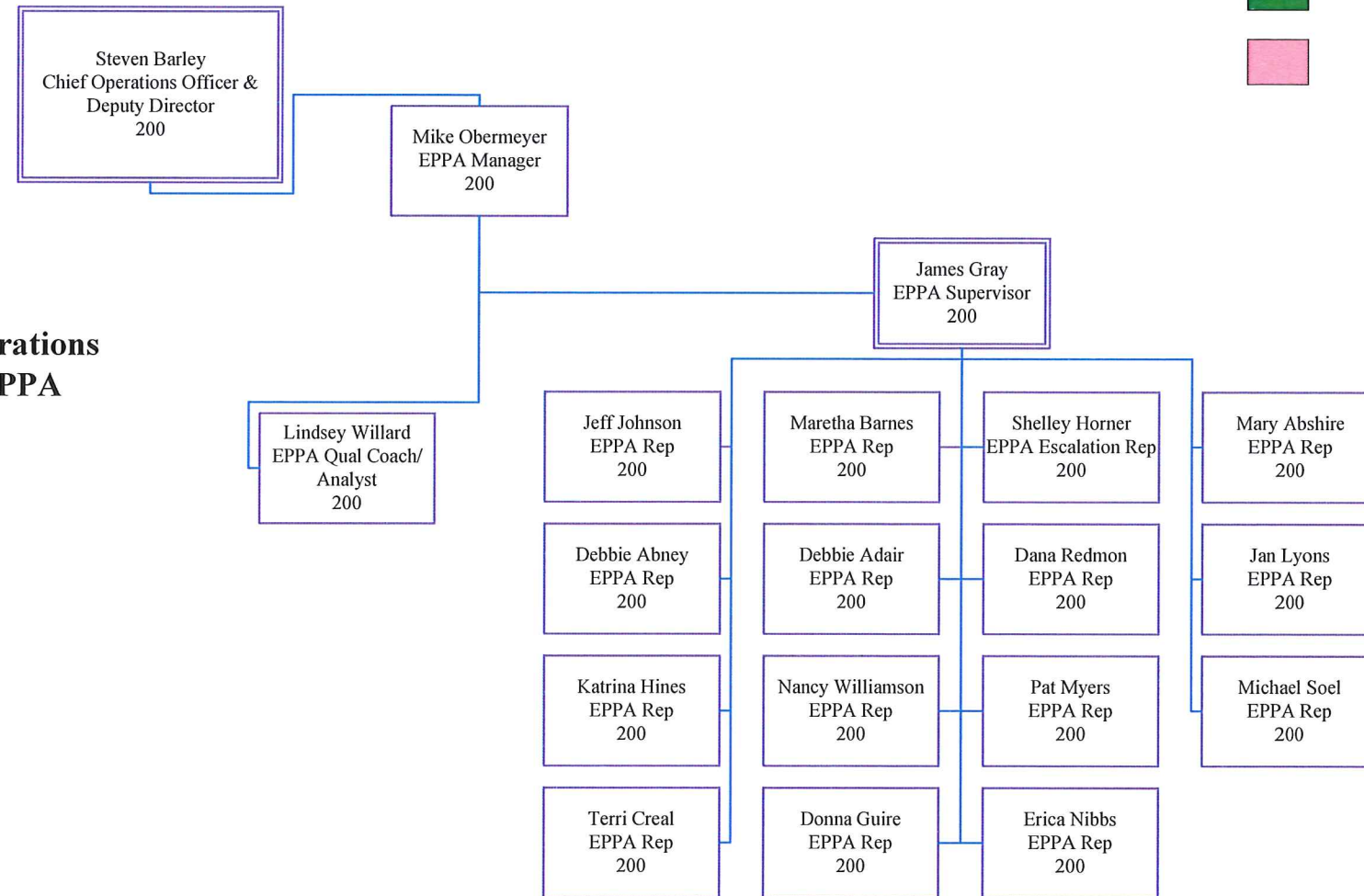
	<u>FTE</u>
CC 200	72
CC 702	1
Open:	2
Totals:	75



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Operations EPPA

CC	FTE	Total CC
200	18	18



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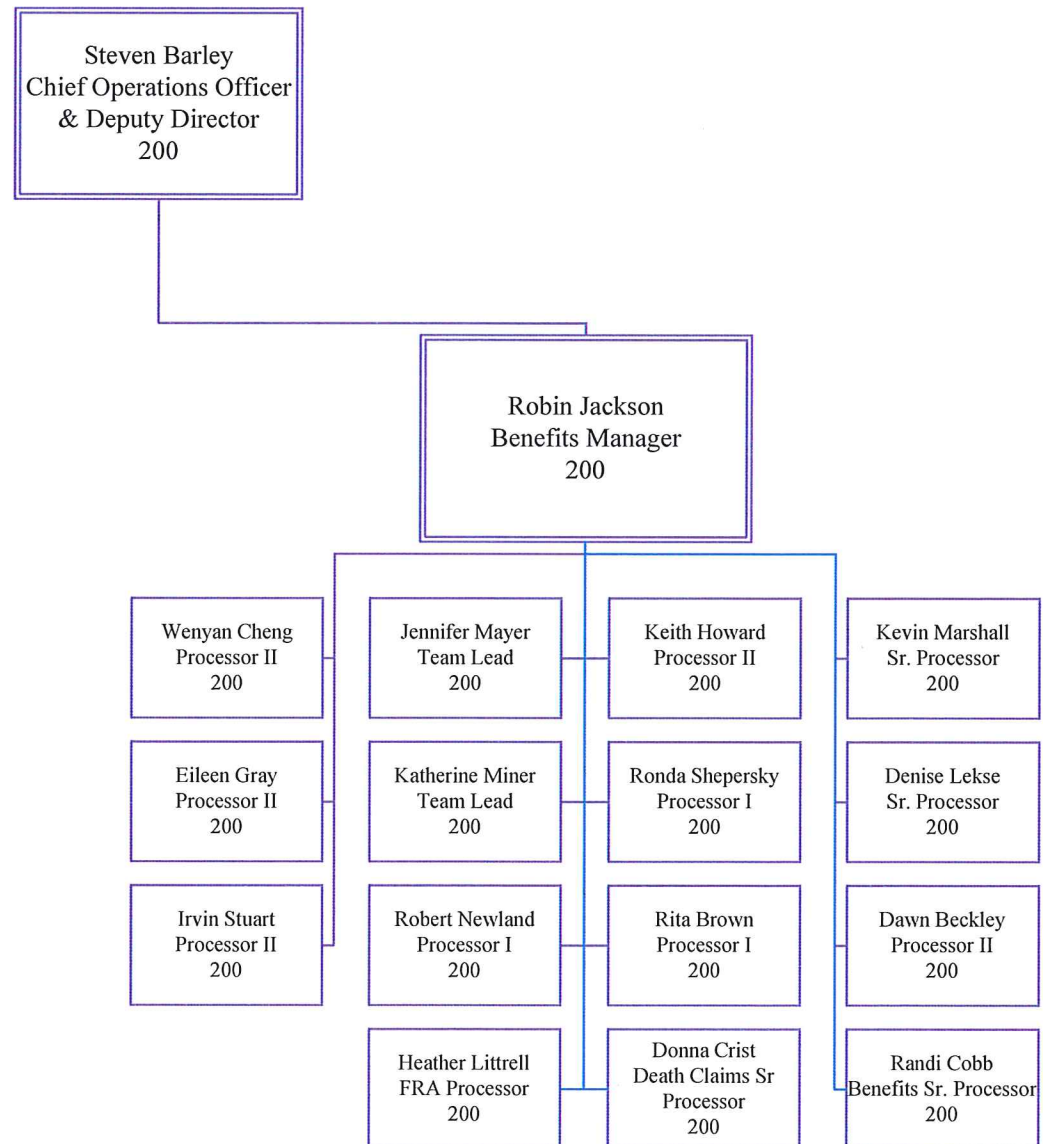
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Operations – Benefits

<u>CC</u>	<u>FTE</u>	<u>Total CC</u>
200	16	16



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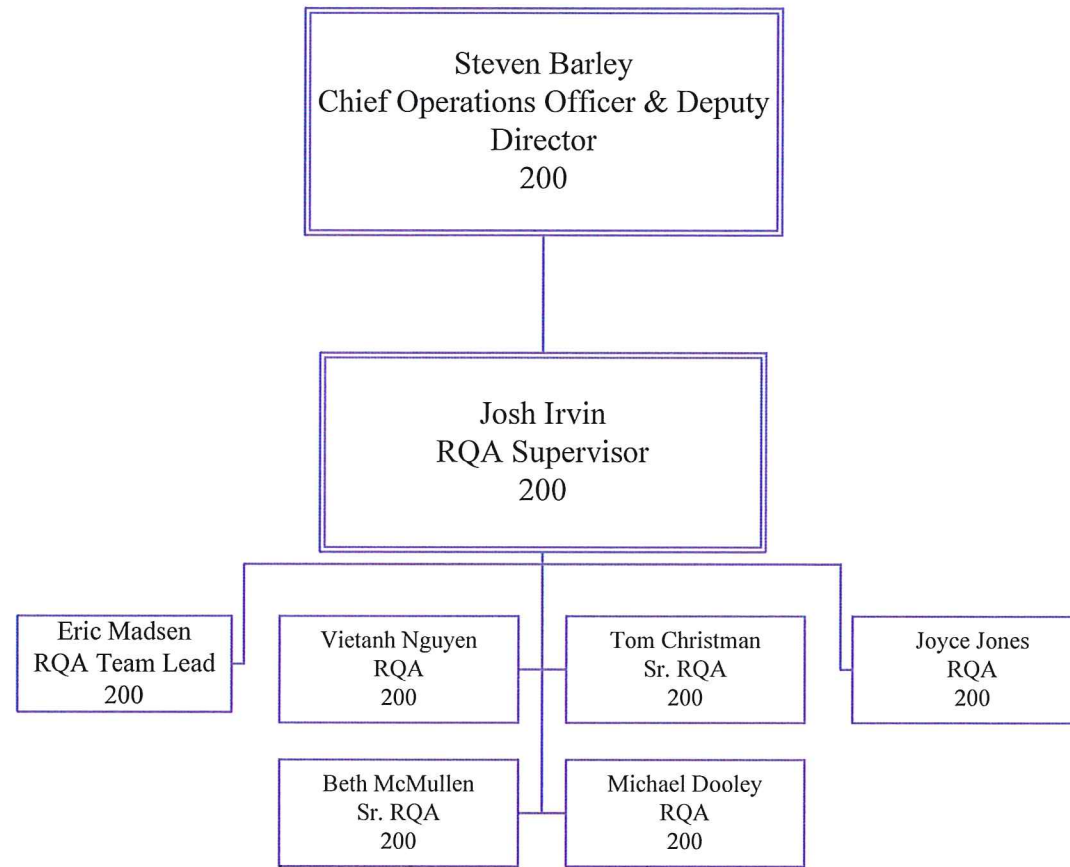


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Operations - RQA



<u>CC</u>	<u>FTE</u>	<u>Total CC</u>
200	7	7



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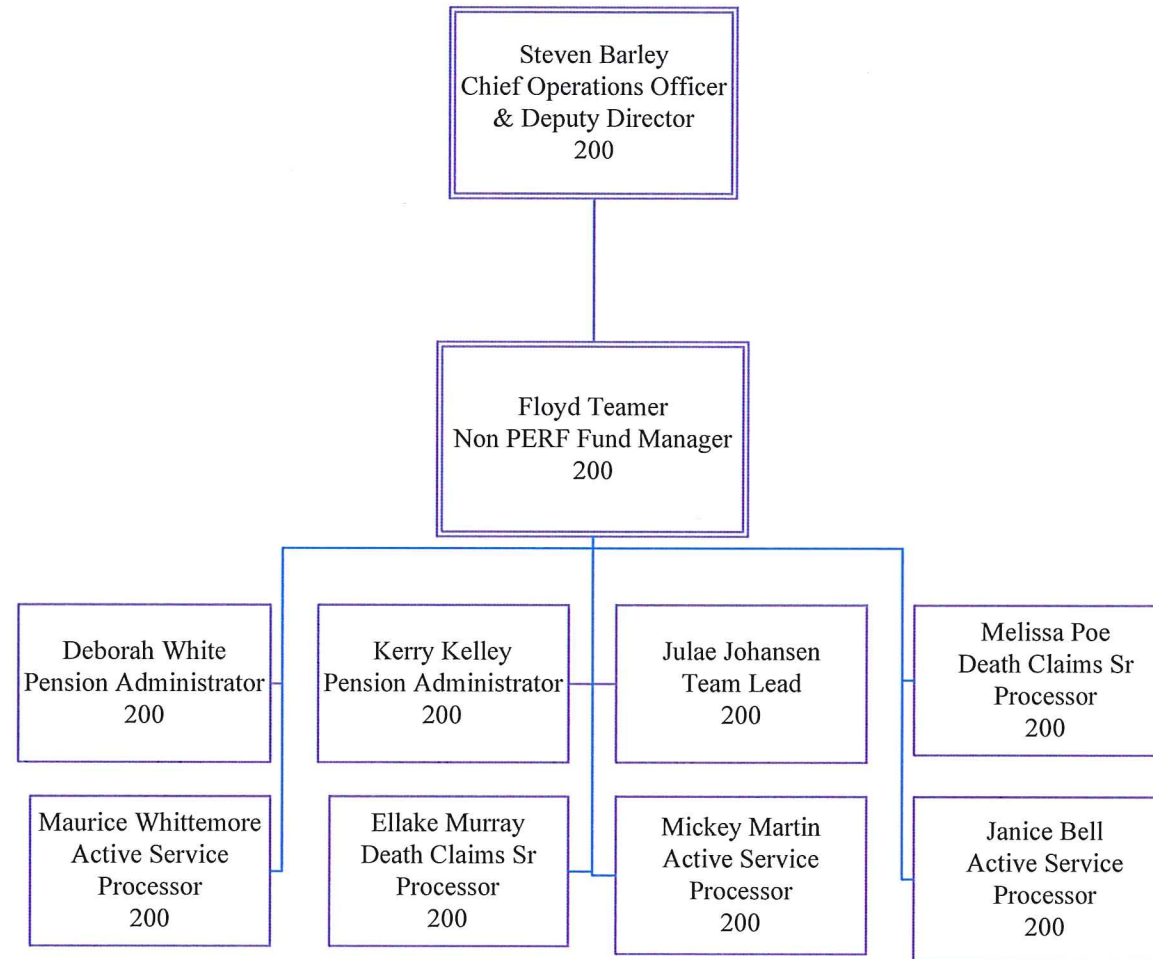
Operations – Non-PERF Funds



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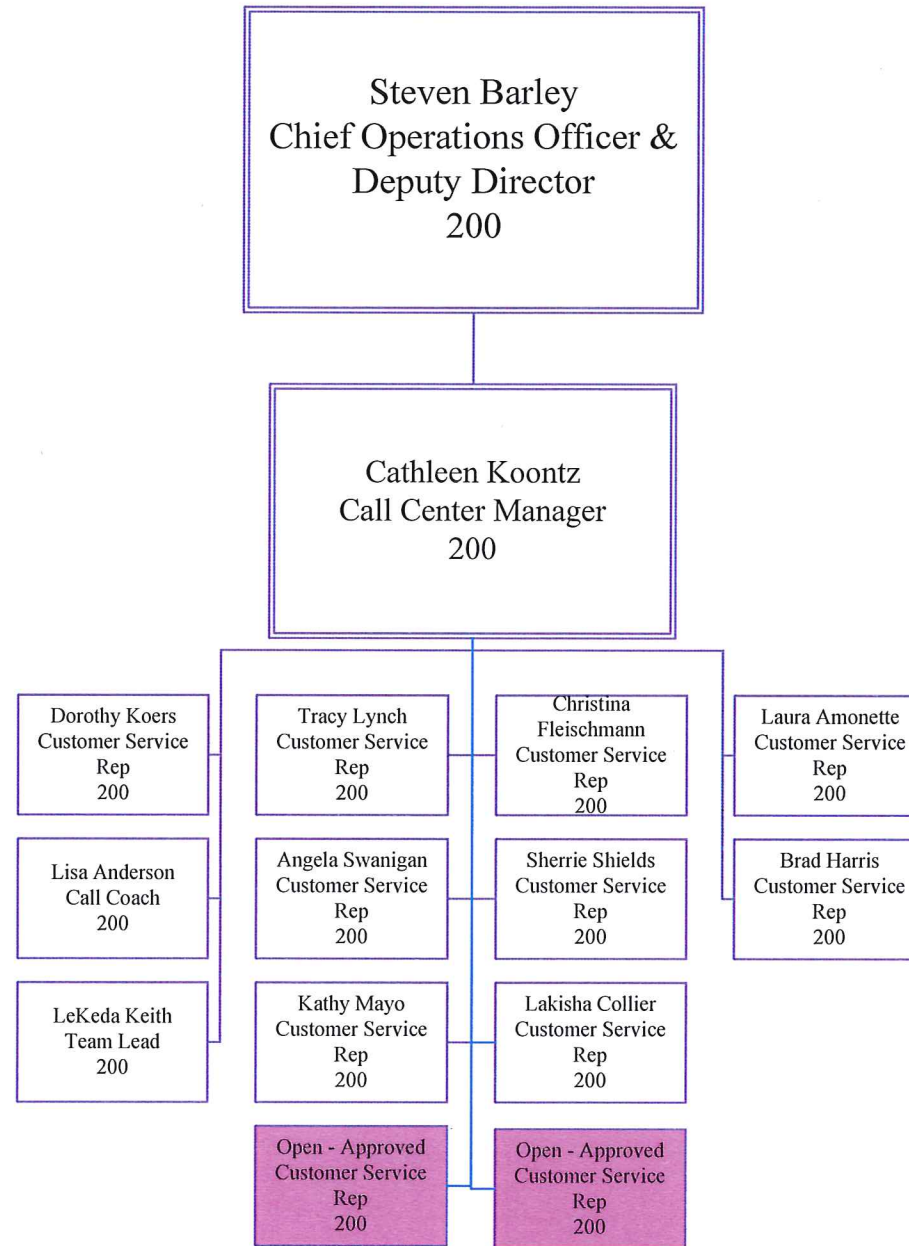


<u>CC</u>	<u>FTE</u>	<u>Total CC</u>
200	9	9



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Operations – Call Center



<u>CC</u>	<u>FTE</u>	<u>Open</u>	<u>Total CC</u>
200	12	2	14



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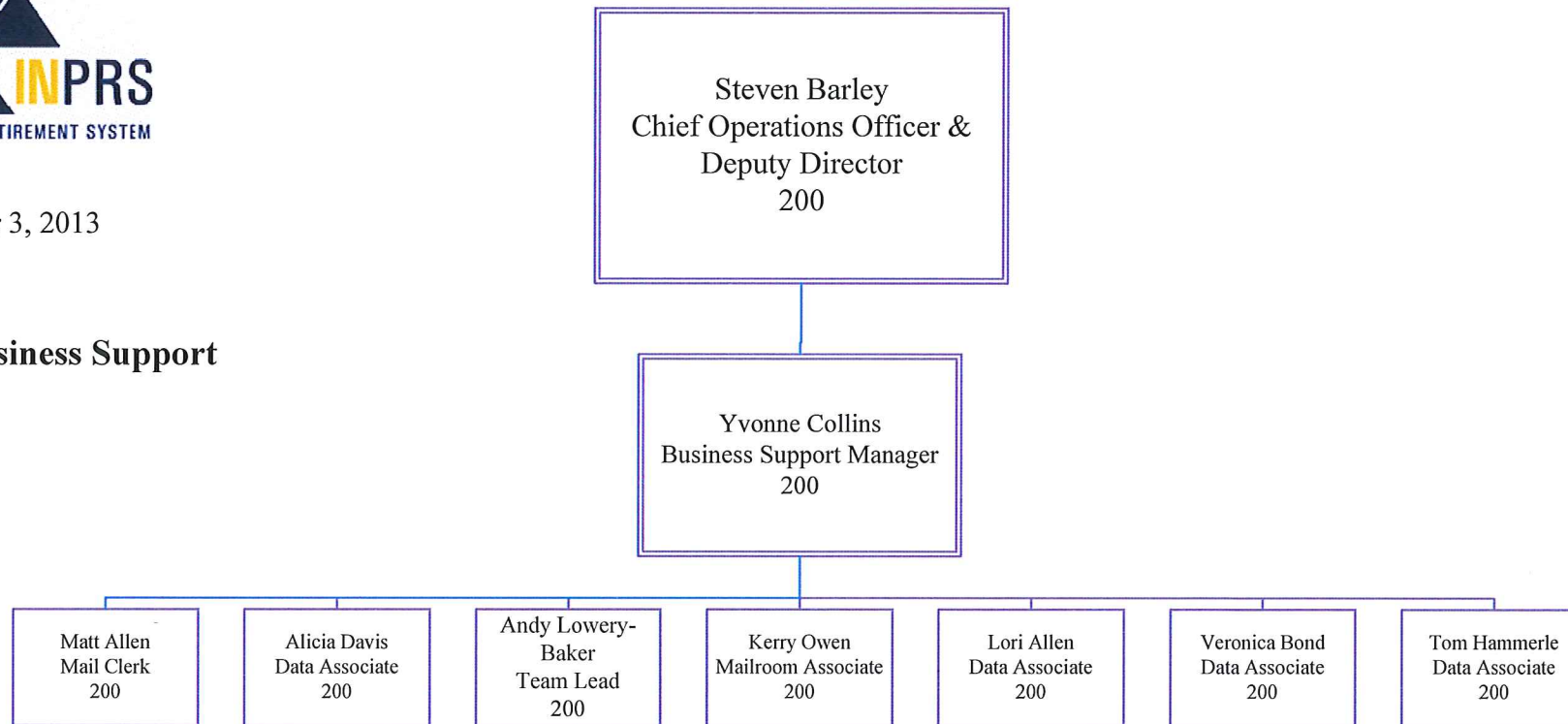


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Operations – Business Support



CC	FTE	Total CC
200	8	8





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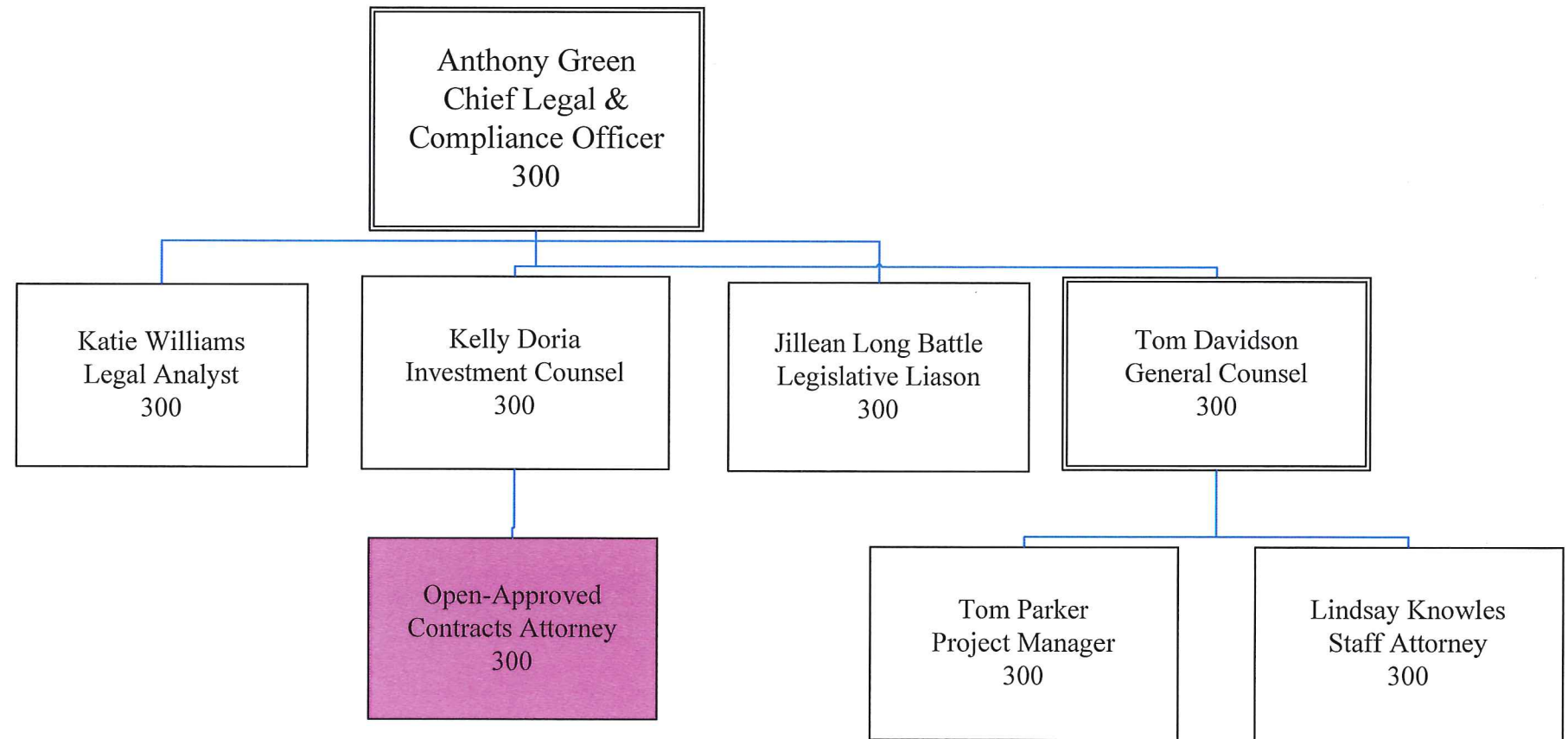


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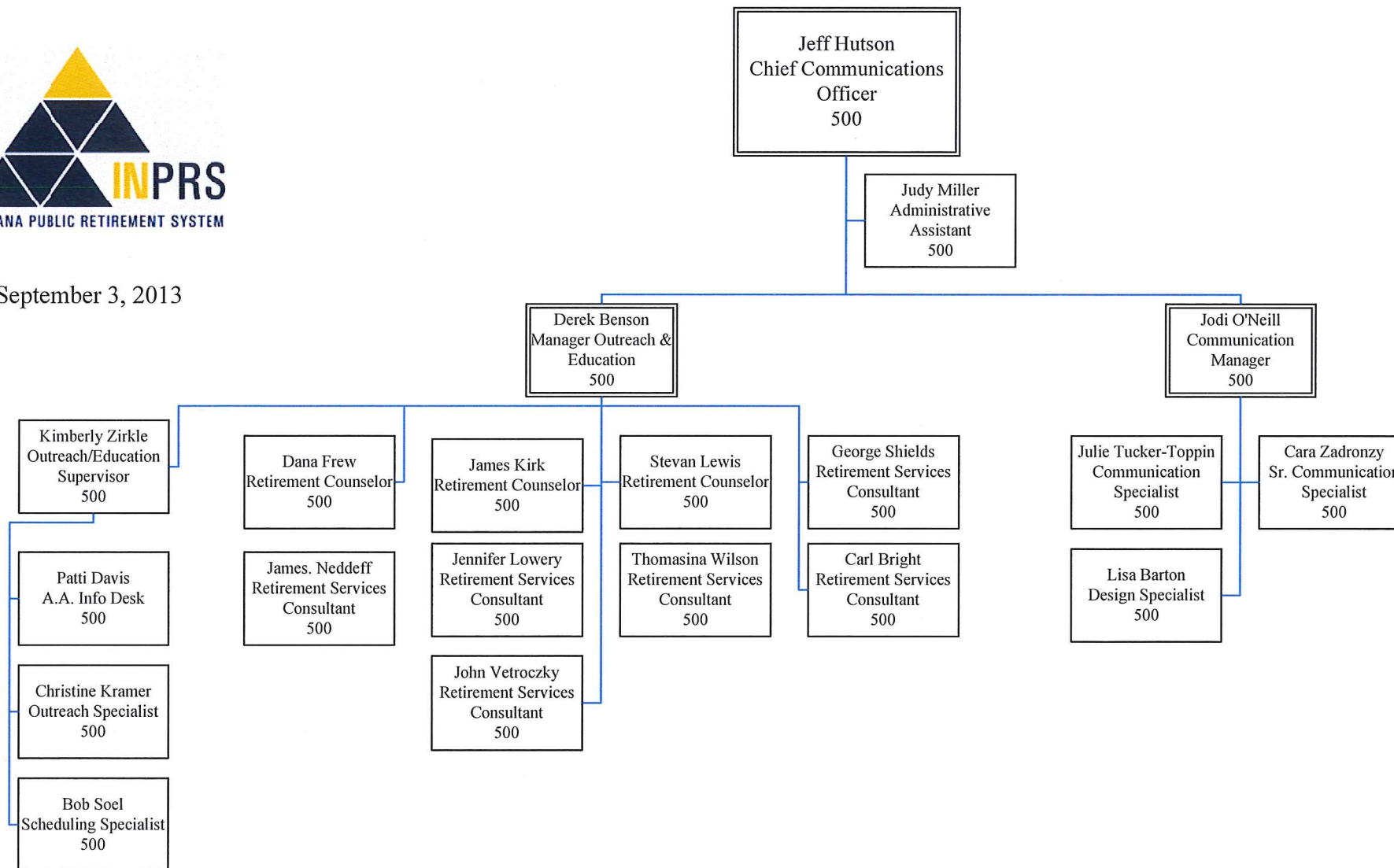
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<u>CC</u>	<u>FTE</u>	<u>OPEN</u>	<u>Total CC</u>
300	7	1	8



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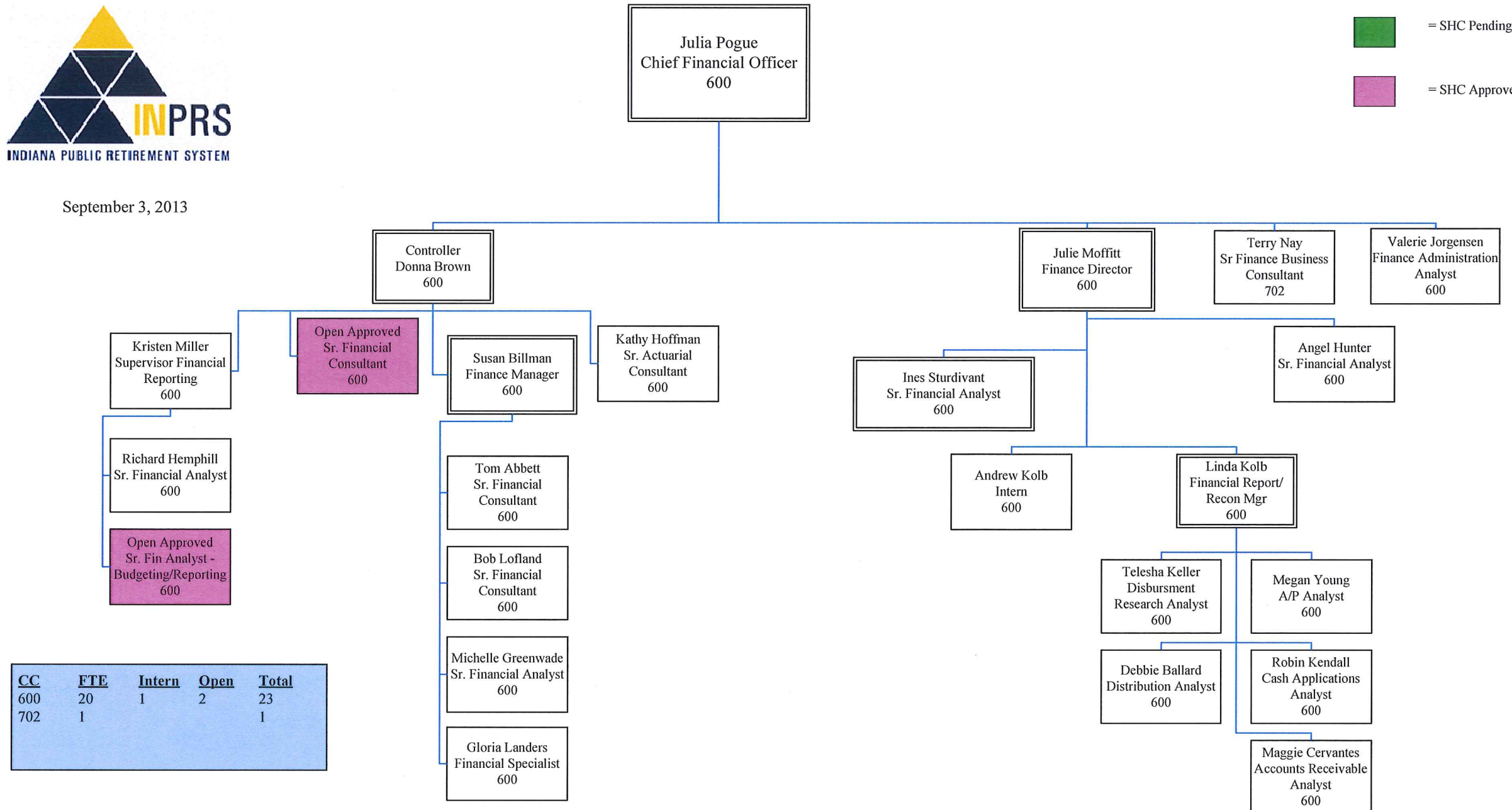
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<u>CC</u>	<u>FTE</u>	<u>Total CC</u>
500	20	20



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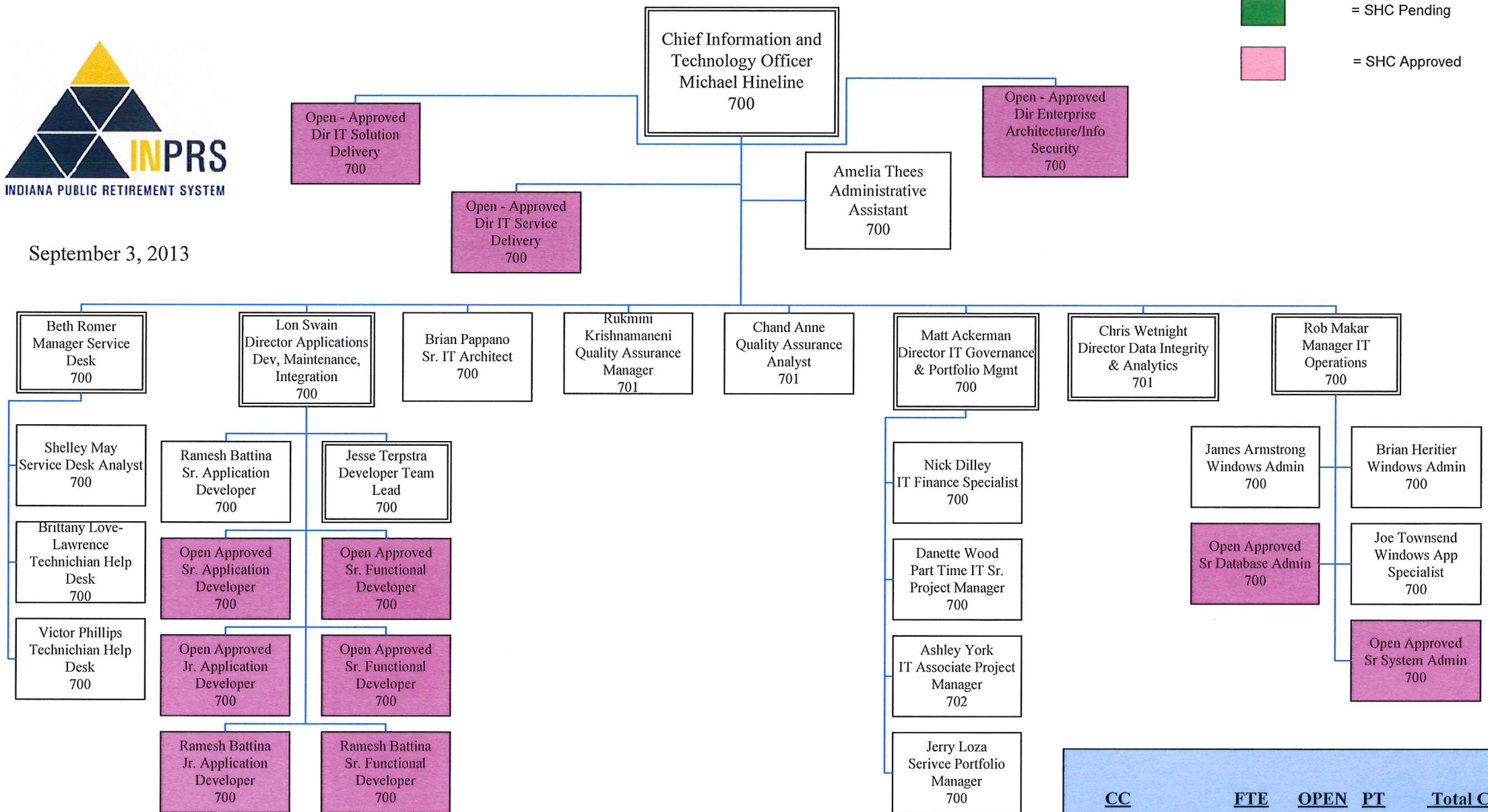
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CC	FTE	Intern	Open	Total
600	20	1	2	23
702	1			1



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CC	FTE	OPEN	PT	Total CC
700	17	11	1	29
701	3			3
702	1			1



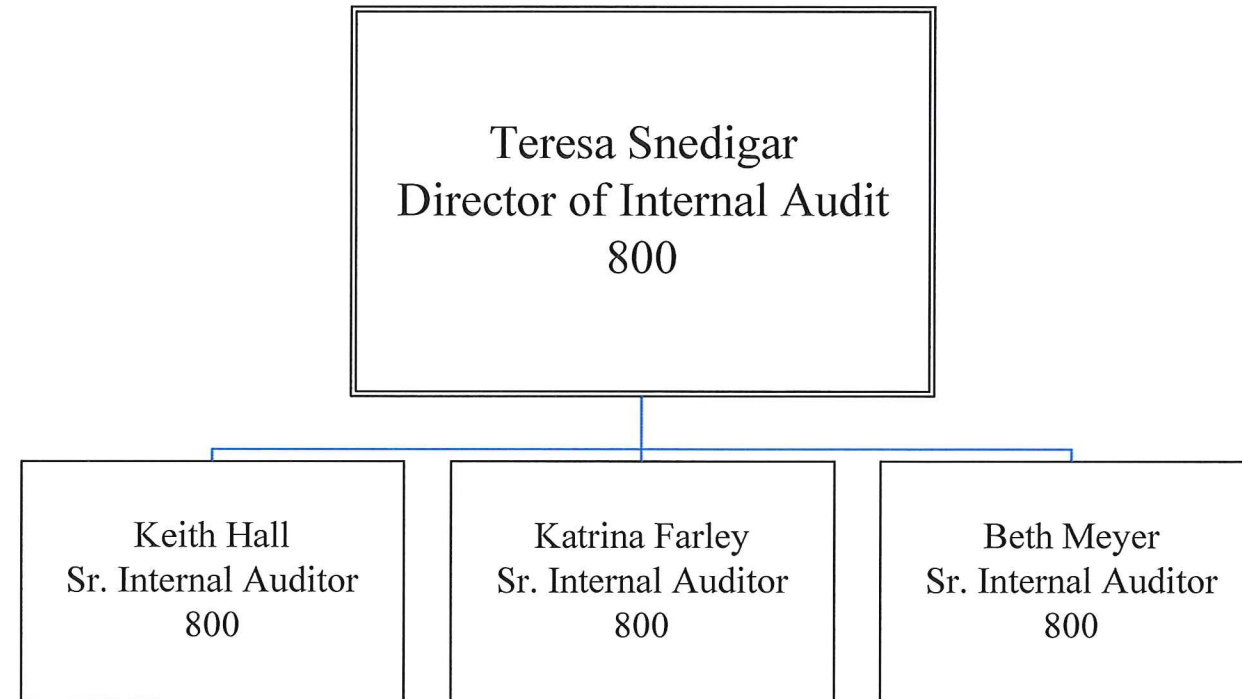
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<u>CC</u>	<u>FTE</u>	<u>Total CC</u>
800	4	4



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